

# Subject: Request for Resolution of Non-Functional Electronics Item

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to express my concerns regarding a recent purchase from your store. On [purchase date], I bought a [specific item name], and unfortunately, it has not been functioning as expected.

Details of the item are as follows:

- **Item Name:** [Item Name]
- **Model Number:** [Model Number]
- **Purchase Date:** [Purchase Date]
- **Order Number:** [Order Number]

Upon using the product, I encountered the following issues:

- [Issue 1]
- [Issue 2]
- [Issue 3]

These problems have rendered the item unusable, and I kindly request guidance on how to proceed with this matter. I would appreciate any assistance you could provide, whether it be a replacement, repair, or refund.

Thank you for your attention to this issue. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]